



October 25, 2021

Web Announcement 2617

## **Professional Claims Denied with Error Code 5040 Have Been Reprocessed**

Professional claims with dates of service on or after October 16, 2019, through March 31, 2021, that denied with error code 5040 (Possible duplicate: Practitioner vs Medicare) because a history claim was on file with the same recipient, same rendering provider and same dates of service have been automatically reprocessed. Results of the reprocessed claims appear on remittance advices dated October 22, 2021, or October 29, 2021.

Personal Care Services (PCS), Laboratory and Ambulance claims are not included in this claim reprocessing effort.

Please note: When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.